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D.H.

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: William C. Bullard
Serial No. 09/276,207
Filed: 03/25/1999
For: **CAPTURING QUALITY OF SERVICE**

Examiner: Akers, G.
Art Unit: 2164

Commissioner for Patents
Washington, D.C. 20231

Sir:

RESPONSE TO THE OFFICE ACTION MAILED 21 DECEMBER 2001

In response to the office action mailed 21 December 2001, Applicant submits the following. If any fees are required in association with this response, the Director is hereby authorized to charge them to Deposit Account 50-1732, and consider this a petition therefor.

In the claims:

Please amend claims 1, 11-13, 19, and 20 as follows:

1. (once amended) A computer implemented method comprising
providing a computer network subscriber with a networking transmission service having a first characteristic,
observing at the network that the provided networking transmission service to the computer network subscriber has a second characteristic; and
billing the computer network subscriber for the networking transmission service having the second characteristic rather than for the service having the first characteristic.

11. (once amended) A computer implemented method comprising
providing a computer network subscriber with a networking policy having a first level of service,
collecting data from the computer network using an accounting process that collects different kinds of metrics from the computer network, correlates the metrics to specified computer network flows, and relates the collected and correlated metrics back to the policy that was defined with the first level of service; and